



METROPOLITAN
TRANSPORTATION
COMMISSION

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Agenda Item 4a

OPERATIONS COMMITTEE
MINUTES
FRIDAY, JUNE 14, 2013

ATTENDANCE

Chair Mackenzie convened the meeting at 9:05 a.m. Committee members present were: Commissioners Aguirre, Haggerty, Halstead, Luce, and Sperring. Commission Vice Chair Cortese was present as an ex-officio member of the Committee. Also present as an ad hoc non-voting members were Commissioners Bates and Tissier.

CONSENT CALENDAR

Upon motion of Commissioner Aguirre and second by Commissioner Halstead, the Committee unanimously approved the consent calendar:

- Minutes of May 10, 2013
- Contract Amendment – Toll Bridge Call Box Installation: Case Systems, Inc. (\$200,000)
- Clipper® Program Contract Actions
 - i. Contract Change Order – Upgraded Handheld Card Readers for Caltrain: Cubic Transportation Systems, Inc. (\$575,000)
 - ii. Contract Change Order – Annual Price Adjustment: Cubic Transportation Systems, Inc. (\$150,000)
 - iii. Contract Amendment – Technical Advisor: CH2M Hill (\$800,000)
 - iv. Contract – Budget, Financial, and Operations Analysis: Kimley-Horn and Associates, Inc. (\$200,000)
 - v. Contract – Technical, Strategic, and Long-Range Planning: Invoke Technologies (\$200,000)
 - vi. Purchase Order – Network Services: AT&T (\$450,000)

MTC SAFE FY 2013-14 Operating and Capital Budget – MTC SAFE Resolution No. 58

Ms. Sonia Elsonbaty, MTC staff, presented the Committee with the MTC SAFE FY 2013-13 Operating and Capital Budget. She noted that the MTC SAFE agency budget for FY 2013-14 is currently balanced and includes an operating transfer of \$757,000 to program reserves.

Commissioner Halsted moved to refer MTC SAFE Resolution No. 58 to the Authority for approval. Commissioner Aguirre seconded the motion. The motion carried unanimously.

Amy Rein Wörth, Chair
Cities of Contra Costa County

Dave Cortese, Vice Chair
Santa Clara County

Alicia C. Aguirre
Cities of San Mateo County

Tom Azumbrado
U.S. Department of Housing
and Urban Development

Tom Bates
Cities of Alameda County

David Campos
City and County of San Francisco

Bill Dodd
Napa County and Cities

Dorene M. Giacomini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Scott Haggerty
Alameda County

Anne W. Halsted
San Francisco Bay Conservation
and Development Commission

Steve Kinsey
Marin County and Cities

Sam Liccardo
San Jose Mayor's Appointee

Mark Luce
Association of Bay Area Governments

Jake Mackenzie
Sonoma County and Cities

Joe Pirzyński
Cities of Santa Clara County

Jean Quan
Oakland Mayor's Appointee

Bijan Sartipi
State Business, Transportation
and Housing Agency

James P. Sperring
Solano County and Cities

Adrienne J. Tissier
San Mateo County

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

FasTrak® Customer Service Center Impacts from All-Electronic Tolling (AET)

Ms. Beth Zelinski, MTC staff, presented the Committee with an update on the current FasTrak® Customer Service Center (CSC) operations and the impact from the AET program that went into effect at the Golden Gate Bridge in April. She stated that the month of April went well but the month of May saw impacts because of the tardy processing of AET payments by the CSC Contractor, Xerox, and a corresponding degradation in customer service. She added that staff is working aggressively with Golden Gate Bridge staff and Xerox to implement fixes and will continue to monitor incoming correspondence call volumes, and web page daily.

Commissioner Sperling expressed his concerns regarding the call center. Mr. Heminger stated that staff will report back to the Committee with monthly updates until the problem is solved.

There being no further business, Commissioner Mackenzie adjourned the meeting at 9:18 a.m. The next meeting of the Operations Committee is scheduled for Friday, July 12, 2013.